

**LAN BUILDING MEETING
MINUTES
JUNE 23, 1999**

Attending:

Pete Freeman	OT
Jeff Wells	DYC
Kathy Wilcox	ORS
Kim Hale	OFO
Debbra Naegle	OT
Susan Giger	DCFS
Dave Horrocks	OFO
Terryll Stromberg	DSPD
Kevin Ostler	DMH
Joseph Gonzales	LIC
Carolyn Adreasen	DAAS

Welcome:

Peter welcomed, and thanked everyone for attending.

Minutes:

The minutes of the May 25th meeting has not been distributed at this time.

Action Items:

New Support Help Desk Stats:

Pete stated that the reports on the general health of the network will not be done at this time. Jeff stated that money has been paid for customer satisfaction and their should be some accounting of customer support. Debbie stated that as soon as we have resources to provide that information, it can be done, until that time the stats from the help desk is a start. Debbie stated, the agency has never had the tools before for reporting the help statistics. OT is now trying to put those tools into implementation. Harry stated that he has talked with Sandy Neil about how we compare with other agencies performance, what statics they are running to compare our stats to other agencies?

Susan feels her problems have not resolved in a timely manner. Debbie stated, anytime you do not feel the ticket is not resolved please call and let her know, or call Pete. Debbie wanted to stress we are all part of this department process, we want to provide and work with you to provide the type of service you want. ITS has been working to resolve issues response time issues. Tthe first week the new Help Desk was up and running the work load for ITS was doubled.

Harry said he would contact Sandy Neil at ITS to see if someone from the ITS help desk can attend this meeting, to understand where some of the problems are coming from.

Carolyn stated there is a need to educate the user on the process. Harry stated he will be running reports by city and individual to see if we need to make adjustments to the work load.

Pete has a report on statistics for the month. He will e-mail a copy to the group. The report entails the total number of calls that are resolved, ITS calls taken, average resolution, calls left open-(NT non connectivity IT anything else).

Pete stated, the ITS numbering for tickets is as follows: 1-Critical system failure 4-Critical function or several people not able to do their work. 8-Single user having a problem. To install a new computer is five days. A problem where a computer is not connecting up to the network is usually the same day.

Harry asked what type of problems the users are having? He said we are trying to look at trends, or pin point problems to see where the greatest amount of problems are coming from. The lower you want the resolution time to be it may be the more people OT will have to hire for coverage.

Completed Projects:

Y2K Hardware Inventory scans

90% completed

New SAFE build release

2.104. deployed last weekend

New Business:

SAFE

Next deploy date - Aug 23rd

Big Buy Purchases - Buy within standards

Buy within the supported standards. Debbie suggested to open a call for a ticket number and ask for a consultation when ordering equipment.

New Building Business:

Maintenance Day for July - Determined by need, nothing scheduled.

Any upcoming agency moves, projects, etc.

None mentioned

Word 97 licenses

Harry stated that he had talked with purchasing and the department has ordered 193 devices. The balance of Word 97 licensing that will need to be purchased is 636 for DHS. Harry stated the standard is Word 97, departments need to move to Word 97 as quickly as possible to eliminate communication problems.

Harry stated he is checking into ExecuTrain for conversion of macros. Harry will identify vendors by Monday and send out names of the contractors that will help with the conversion of macros to the group.

Jim is a new hire to help with the transition of WordPerfect to Word 97.

Harry stated that WordPerfect will be off the server on December 1st

Pete to e-mail the group a list of vendors to order product licenses from.

Ray asked if the ITS help desk is permanent feature? Pete said, “ yes.”

Priorities:

Customer support Priorities

1. Y2K project
2. New Server Install

Harry has purchased three more room to room video conferencing equipment, sties may be located Blanding, St. George and Roosevelt. He is looking for conference rooms in the following cities to install equipment; Cedar City/St George, Price, Vernal, Blanding/Moab, Roosevelt and Logan.

The first part of July Wendell, Art and Harry will be on the road to visit the divisions, they will distribute information, check to see if any of the divisions are having any problems. Harry requested to let him know if the group is aware of any agencies that need to be visited.

Next meeting July 20th

No further comments, meeting adjourned at 3:45 P.M.